LC-11

Commercial Series™

User Manual

LIFE IONIZER

Table of Contents

Safety Guide	4-8
Installation of Parts Guide	9
Name & Function of Unit	10-11
Special Installation Notes	12-13
Installation Instructions	14
Diverter Installation Method	15
Cold Water Connect Installation Method	16
Operation Method	17
Filling Water Bottles	18
Filter Replacement Instructions	19-20
Filters	21
Explanation of Ionized Water	22
Alkaline and Acidic Water Usage Guide	23
Uses for Ionized Alkaline Water	24-25
Uses for Acidic Water	26
Common Problems and Solutions	27-28
Acidic Cleaning Instructions & Routine Maintenance	29
Frequently Asked Questions	30-40

Safety Guide - Read Completely

Before installation or operation of the LIFE Ionizer®, read this instruction manual completely.

Note- Some parts may have been altered to improve product quality, function or ease of use.

Symbols

Refer to the following key symbols and indicators throughout the manual.

	Improper use may cause bodily injury
	Improper use may cause structural damage to the unit or physical injury
	As with most electrical appliances, electrical parts in this ionizer are electrically live even when switch is off.

Indications

	Caution, warning, danger symbol
	Information on prohibited functions and uses
	Make note of important information
	Do not open as it may cause electric shock or other injury
	Disconnect power plug in case of malfunction

As with most electrical appliances, electrical parts in this ionizer are electrically live even when switch is off.

	This machine should not be repaired or otherwise disassembled by any unauthorized person as it may cause electrical fire or shock, and will void the manufacturer's warranty.
	Do not place the machine in humid areas such as bathrooms. Do not clean this machine by spraying the ionizer with water as it may cause electrical shock.

Improper use may cause bodily injury

	When drinking Ionized Alkaline Water - Do not take prescription or other medications for approximately 30 minutes before and after drinking water.

As with most electrical appliances, electrical parts in this ionizer are electrically live even when switch is off.

	Power cord should not be touched with wet hands.
	If the ionizer machine falls into water- 1. Unplug power cord from electrical outlet 2. Wipe the machine down and place in shaded area 3. Contact your LIFE Ionizer® dealer
	Use only (110v) in the U.S.A. and Mexico. Use (100v) in Japan. Most other countries require (220v). The power cord cannot be altered from manufacturer's specs. Do not crimp or staple the power cord as it could cause electrical shock.
	Power cord should be plugged directly into an electrical outlet.
	Do not connect multiple appliances into a single power receptacle.
	Dusty or dirty electrical outlets may cause safety issues.
	Bending, twisting, pulling or putting heavy objects onto the power cord may cause electrical problems including fire.
	If power cord, plug, or electrical outlet are damaged, discontinue use immediately.

Improper use may cause bodily injury

	Place machine in an upright position only.
	Do not install this unit in direct sunlight or near a heater, fireplace or other heat source.
	Do not use water with a temperature of over 104 degrees Fahrenheit or 40 degrees Celcius.
	If wall mounted, secure firmly and correctly.

Improper use may cause structural damage to the unit or physical injury

	If not used for several days, run water through the unit for 1 to 3 minutes before starting.
	If inexperienced with drinking Ionized Alkaline Water, users are encouraged to start with level 1.
	Store Ionized Alkaline Water in an air-tight glass container and refrigerate for up to 2 days.
	DO NOT DRINK ACIDIC WATER.
	Do not store Alkaline or Acidic water in metal containers, although you can put alkaline water in the Water for LIFE stainless steel bottles as they are designed to maintain pH and ORP.

Improper use may cause structural damage to the unit or physical injury

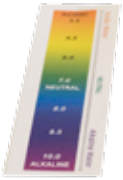
	Aluminum and brass containers will be tarnished by Alkaline and acidic water.
	When handling the pH test (reagent drops) 1. Keep away from eye area. If eyes become irritated, flush thoroughly and consult a doctor. 2. If accidentally swallowed, drink water and consult a doctor. 3. Store in an airtight container away from the reach of children. 4. Drops are flammable. Keep away from children.
	Do not block the unit vent as it can cause overheating and/or electrical problems. Do not block the water passage or tubing. Do not use benzene, thinner, or chemicals to clean the unit as it can damage the housing.
	If the machine will not be used for several days... 1. Unplug the power cord from the electrical outlet 2. Turn off the water valve to avoid leaking 3. Remove filters, drain and place in refrigerator in plastic bags.

Installation of Parts Guide

Parts

Cold Water Connect

Diverter Valve



pH Color Chart

Reagent Drops (pH Test Drops)
BTB Chemical

Suction Cup

User Manual

Bottle Filling Dispensing Tube

Power Cord

Elbow Adapters

1/4"Tubing Hose

Installation guide

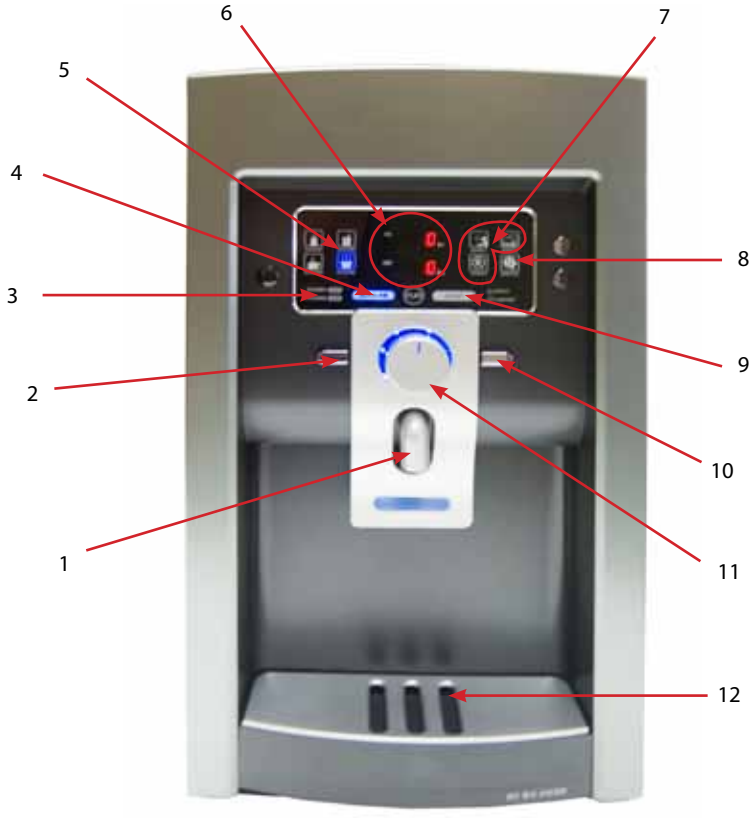
1. Refer to the diagrams on the following page before beginning installation.

2. Be aware that a 110v outlet (USA) or 220v outlet is required.

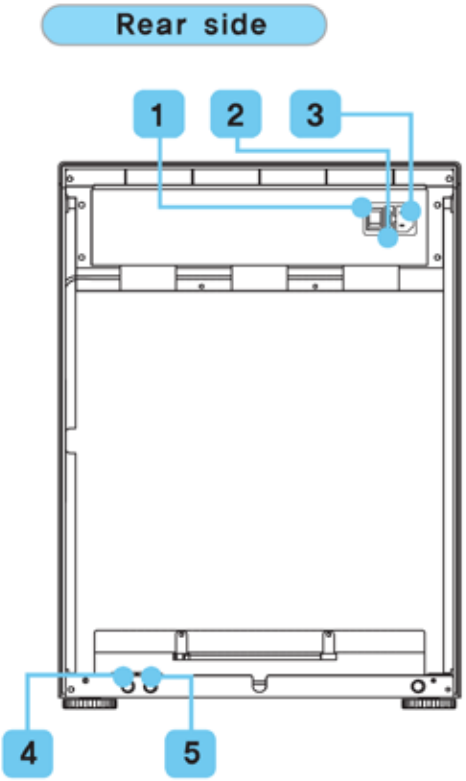
3. If after installation the water has an odor, you may need to install a pre-filter. Please consult your LIFE Ionizer® dealer.

4. How to use reagent drops. (BTB Chemical). Put 2-3 drops in approximately 1 ounce of water to be tested. Compare color to color chart provided in kit to determine pH level.

Name & Function of Unit



1. Water Spout
2. CONSTANT (ON/OFF)
3. Filter Lifetime Indicators
4. Alkaline Water Selection LED
5. Alkaline Level Indicator
6. pH & ORP Indicator/Filter 1 & 2
7. Acidic Level Indicators
8. Inspection Indicator
9. Acidic Water Selection LED
10. Safety (ON/OFF) 500 mL only
11. Water Type Selection Dial
12. Water Dispenser Drip Tray



1. Main power
2. Fuse
3. Power cord outlet
4. 3/8" Inlet valve connector
5. 1/4" Outlet valve connector

Special Installation Notes

- A 110v or 220v outlet is required.
- Do not place in direct sunlight or where temperature falls below 32 degrees fahrenheit.
- Acidic water hose should be installed lower than the main body. Not doing so can affect the taste of the water.
- Avoid placement of ionizer where it would come into contact with direct heat such as the stovetop or furnace.
- Must connect to cold water only. Failure to do so will damage the unit.
- Do not make any addiitonal adjustments to the ionizer that are not in the manual. This may cause malfunctions to the unit.
- Do not remove the water tray. This may cause damage or injury.
- Make sure to lift the ionizer from the bottom of the unit when moving to ensure the safety of the unit.
- Do not use in extreme humidity or in very dusty places. This may cause a malfunction in the unit.

Caution During Installation

Be aware of the following when installing your ionizer.

1. Install on a flat and safe surface.
2. Be sure the unit is not connected to a faucet with a warm faucet only. It needs cold water.
3. Do not install at following locations:
    - Place with vibrations
    - Place with direct sunlight
    - Dusty place
    - Place where heat is used
    - Non-flat place
    - Bathroom or place with a lot of moisture
    - Place where the unit may freeze

Installation Instructions for LIFE Ionizer® LC-11

* For installation video, go to http://www.lifeionizers.com/support/LIFE Ionizer LC-11

Use Cold Water Only With Your Ionizer

STEP 1: Unscrew the existing aerator from your faucet.

STEP 2: Use teflon plumbers tape on the threads. Screw the LIFE Ionizer® diverter valve onto your faucet. Three different sized adaptors are included for non-standard sized faucets.

STEP 3: Unscrew the round nut from the side of the diverter valve. Slide the nut over the end of the 1/4" tubing and then screw the nut back onto the diverter valve. Tubing should now fit snugly onto the diverter valve.

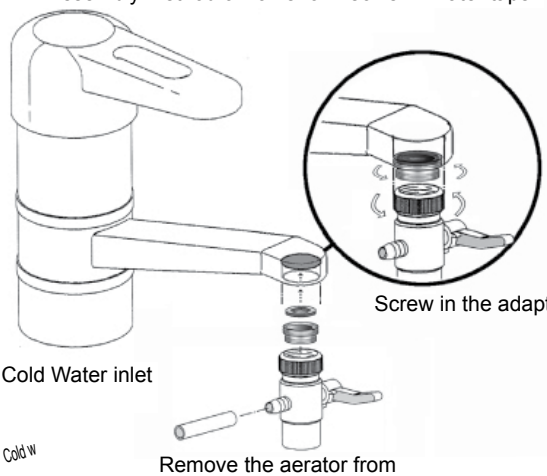
STEP 4: Look at the back of the ionizer. There will be an inlet and outlet valve connector. Depress the collar towards the machine while simultaneously extracting the plug from the machine. It is sometimes helpful to use the back of a butter knife or screw driver to remove the plug. If you ever need to remove the tubing from the quick release, you will use the same process.

STEP 5: Run tubing from the diverter valve to the inlet valve on the bottom of the ionizer. Be sure to push the tubing into the quick connect valve 3/4" until it is firmly seated.

STEP 6: Insert one end of tubing into outlet valve on the back of unit and run the other end into the sink securing it with the suction cup provided. Some units may contain water. Don't be alarmed; we test units for quality before shipment!

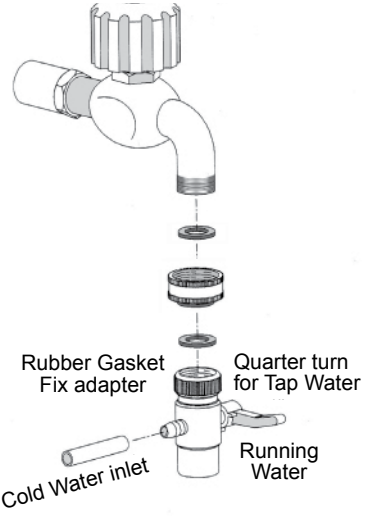
Diverter Installation Method

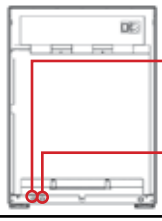
Assembly method of valve for Deck sink water taps



Remove the aerator from the water tap.

Assembly method of valve for wall-mounted water taps

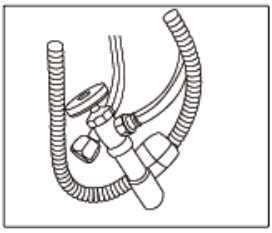




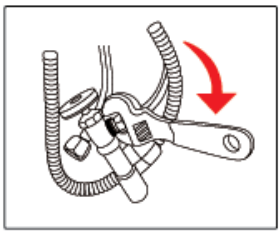
Connect the inlet and outlet drainage hoses on the back of the ionizer.

Cold Water Connect Installation Method

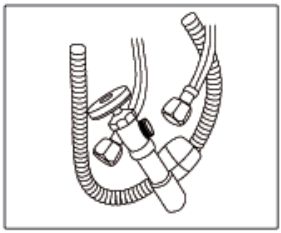
(for under sink)



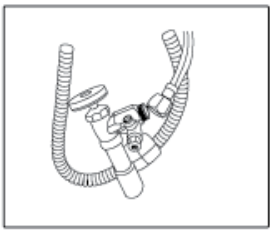
1. Find the raw water valve under sink. Turn the main valve (angle stop) off.



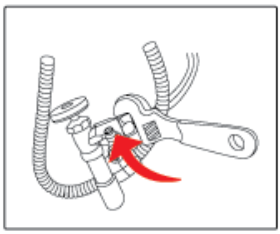
2. Take off the cold water line from the angle stop valve as pictured.



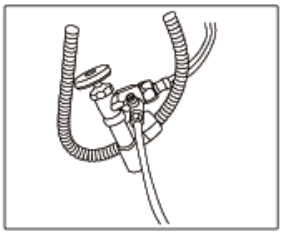
3. Totally disconnect the line as shown above.



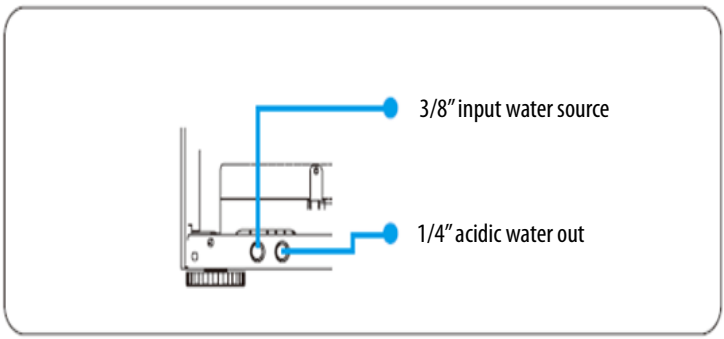
4. Connect the Cold Water Connect to the angle stop valve. Then connect the cold water line to the Cold Water Connnect valve.



5. Close tight with pliers.



6. Connect the 1/4" tubing and open the Cold Water Connect valve. Turn the main valve back on.



Operation Method

Button & Indicator Functions

Alkaline water discharge method

Turn the selection dial to the desired **alkaline** level you want to dispense. Press "SAFETY (ON/OFF) to dispense 500 mL or press "CONSTANT (ON/OFF)" to dispense continuously.

Acidic water discharge method

Turn the selection dial to the desired **acidic** level you want to dispense. Press "SAFETY (ON/OFF) to dispense 500 mL or press "CONSTANT (ON/OFF)" to dispense continuously.

Pure water discharge method

Turn the selection dial to "PURIFY". Press the "SAFETY" or "CONSTANT (ON/OFF)" button and purified water will be dispensed.

Lock/Unlock method

When the unit is on the "SAFETY" position, it will only dispense 500 ml of water then it will shut off. When it's in the "CONSTANT (ON/OFF)" position, it will run continuously until you shut it off.

Filling Water Bottles

Slide straight end of Bottle Filling Dispensing Tube over the water spout on the front of ionizer. You may need to use vasaline on the extention tube to get it to go on.)

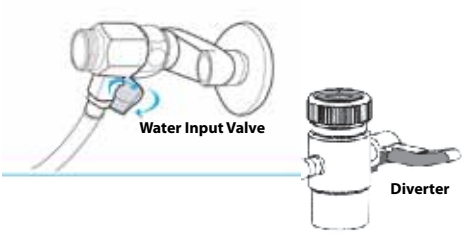
Place the other end of the tube in the water bottle you wish to fill.

- Press the CONSTANT ("ON/OFF") button to dispense the water.
- Press the CONSTANT ("ON/OFF") button again to stop the flow of water.

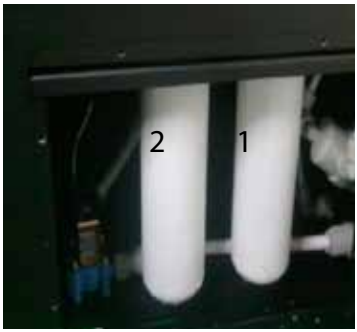
Filter Replacement Instructions

1. Applicable filter will light up on the indicator screen when filter needs to be changed.

2. Close the water input valve that is connected to the product. Or for countertop, close the diverter valve.

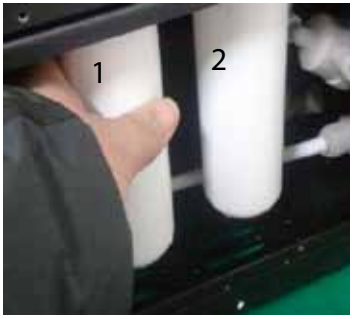


3. Remove the filter panel. You will need a phillips screwdriver to remove the panel.



4. Turn the filter clockwise to take filter out.

5. Put new filter in and turn filter counter clockwise.



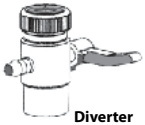
6. Replace filter panel.

7. Press and hold the "SAFETY (ON/OFF)" button for 10 seconds to reset **FILTER 1** life to "0". Press and hold the "CONSTANT (ON/OFF)" button to 10 seconds to reset **FILTER 2** life to "0".

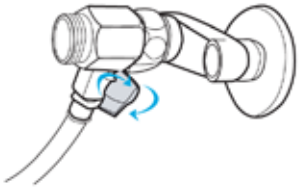
FILTER 1 Counter
(When the unit is not being operated).

FILTER 2 Counter
(When the unit is not being operated).

9. Open the raw water valve.



Diverter



- After replacing the filter, flush the unit on Pure Water Mode for 3-5 minutes.
- Black powder that comes out after the filter is replaced is an activated carbon substance and not the product or filter malfunction. Therefore, do not worry if you see this. After flushing, it will disappear.
- If not used for 5-7 days, flush unit on Pure Water Mode for 10 minutes.
- Even when it is not time for replacement, the filter's lifetime may differ according to the quality of the water at your location. Thus, it is recommended to replace the filter when the water smells or when a decrease in pH is detected.

Filters

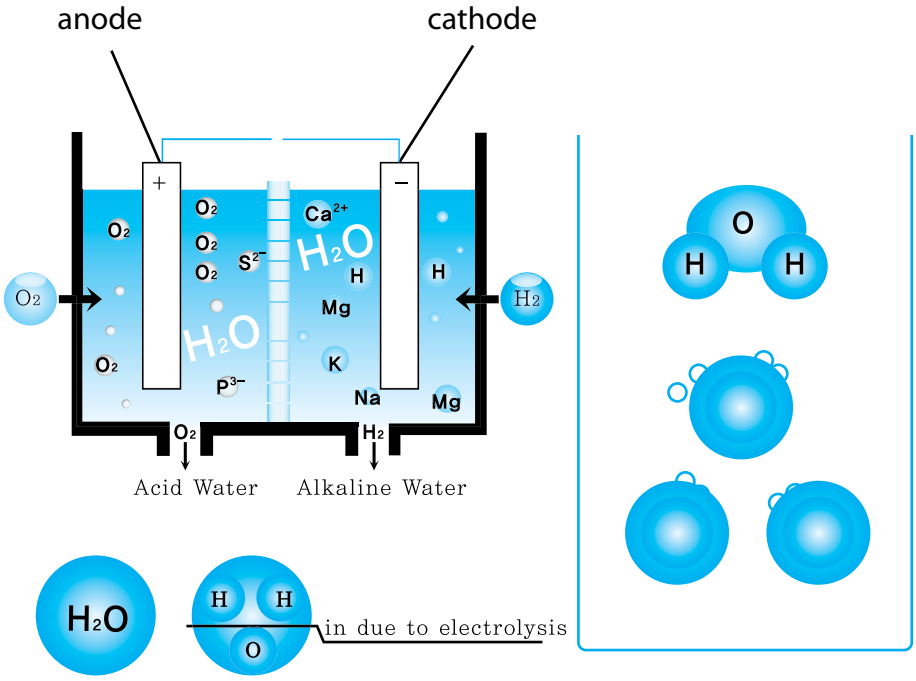
Sediment Filter

This sediment filter reduces sediment particles such as dirt and sand down to nominal in size from feed water and protects membrane and pre-carbon filter.

Pre-Carbon Filter

This 1 micron pre-carbon block filter is made of high grade activated carbon which will reduce chlorine taste and odor from the water.

Explanation of Ionized Water



During electrolysis, the cathode has a negative charge and produces alkaline ionized water (pH range 7.5~10) with negatively charged hydroxyl ions, and attracts alkaline minerals - such as calcium, potassium, magnesium, and sodium.

The anode has a positive charge and produces acidic ionized water (pH range 3.5~6.5) with positively charged hydroxide ions and attracts acidic minerals – such as chlorine, sulphur, phosphorus.

Alkaline and Acidic Water Usage Guide

Alkaline Water Usage Guide

1. If the machine has not been used for several days, let the water run on the "Purified Water" setting for at least 10 minutes before any operation.

2. First time users who are not familiar with this water are recommended to start with Ionized Alkaline Water level 1 and adjust the quantity or level of wate which might fit you the best. Increase slowly over time as your body adjusts. (Level 1 is recommended for first time Alkaline Ionized water drinkers).

3. Store Ionized Alkaline Water in an airtight glass container and put it in a refrigerator for no longer than 2 days for maximum benefit. The first 12 hours after ionization the water is most effective.

Acidic Water Usage Guide

Acidic water is not drinkable – DO NOT DRINK

1. Use acid water only for disinfecting, cleaning, plants and as a face/skin toner.

2. Acidic water properties are the best 1-7 days after ionization if it is put in an airtight glass container and kept refridgerator.

Purified Water Usage Guide

1. Clean water is chlorine free due to the internal ionizer filters and ionizer pre-filters.

2. It is best to drink purified water when taking medication. Can a person drink Ionized Alkaline Water when on medication? -Yes, as a precaution DO NOT DRINK Ionized Alkaline Water 30 minutes before and after taking medication or supplements.

Please note that water will come out of both spouts when dispensing water.

A) When the Alkaline button is pressed, Alkaline water will be dispensed from the top spout and acid water will be dispensed from the bottom spout.

B) When the Acid button is pressed, Acid water will be dispensed from the top spout and Alkaline water will be dispensed from the bottom spout.

C) When the purify button is pressed, purified water will be dispensed from the bottom and top spouts.

Uses for Ionized Alkaline Water

Highly Ionized Alkaline Water: pH 11.0+

Highly Ionized Alkaline Water is useful for cleaning and preparing food.

Food Preparation: Wash vegetables and fruit.

Cleaning: Clean cutting boards with. Good for cleaning oil and tough grime from vents, as well as for general cleaning in the kitchen.

Stain Removal: The extra strength, absorption power will remove coffee, soy sauce and oil stains with ease. Also great for getting out stubborn toilet bowl stains.

Dishes: Use less detergent when hand washing dishes. Save on water bills, as only one-third to one-forth of the usual amount of water is adequate cleaning and for rinsing with detergent.

Water pH: 8.0-10.0

For drinking, food preparation, watering plants, health maintenance.

Drinking: Drink at least eight 8 ounce glasses of water every day. Alkaline water is part of a healthy diet.

Food Preparation: Clean vegetables and fish. Enhance the flavor of broccoli, onions, etc. by pre-boiling them in Ionized Alkaline Water. Use less condiments and salt in your diet.

Rice: Use Ionized Alkaline Water for washing and cooking rice. The result is delicious and fluffy rice.

Tea: Taste and aroma are everything to many people. You will be surprised at the improved color, taste, and aroma. You can use less tea and still achieve a full rich taste.

Soups and Stews: Ionized Alkaline Water draws out the flavor of ingredients so they get tender and juicy. Therefore, less seasoning such as salt and soy sauce are needed. This water is good for people who want to reduce their salt intake.

Plants: Watering plants and flowers. Ionized Alkaline Water extends the freshness and life of plants. Ionized Alkaline Water with a pH level of 9.0 can also restore the health of sick plants. Ionized Alkaline Water stimulates germination and improves seeding development.

Animals: Give purified water with food. Just like humans, animals should not drink alkaline water for an hour before, during, or an hour after meals.

Crafts: Excellent for dyeing cloths, as well as other craft projects. You will love the vibrant colors obtained when using this water.

Health: Through continuous use, the acidic tendency of your body can be gradually corrected to an Alkaline levels. Drink at least half your body weight in ounces in order to gradually change an acidic level to a slightly Alkaline one.

Water pH: 7.0

Free of chlorine, rust and cloudiness. Clean water is delicious drinking water.

Children: Use purified water with a pH of 7.0 when preparing baby food.

Uses for Acidic Water

Water pH: 4.0-6.0

Face wash: The astringent properties of acidic water are effective in toning and firming your skin. Pat the skin and leave to dry. This water is also excellent as a toner after shaving.

Hair Care: Use this water to rinse your hair after shampooing. Reduces annoying tangles and brings out a radiant shine. Keep in a spray bottle and spray your hair and face when you're out and about.

Bath Water: Add acidic water to your bath water to keep your tub free of bathtub rings. Bathing in this water gives your body a warm and comfortable feeling.

Pet Care: Spray your pet with this water and brush afterwards to obtain soft and shiney fur. Great for grooming your pet!

Rinse Cycle: Soaking with acidic water before the spin cycle will soften your clothes.

Cooking beans: Various types of beans, such as kidney beans and green peas, will cook to perfection. Just be careful not to overcook your beans. Acidic water will speed up the cooking time! This is energy saving water!

Fried Food: Fried food comes out nice and crispy if you rinse it in acidic water before frying.

Frozen food: Spray foods with acidic water when freezing so that the food, including fish and shrimp, does not lose its flavor when thawed.

Stains: To remove stains, grime and grease, leave to soak in water for 24 hours.

Dishes: Dishes and glasses come out sparkling clean.

Polishing: Polish mirrors, eyeglasses, glass objects and windows to a high sheen.

House Cleaning: Remove dirt from hardwood floors, ceramic tiles, etc. without leaving a sticky residue.

Common Problems and Solutions

Condition	Possible Problem	Solutions
• The power light is not on or the power switch doesn't seem to work.	• Unit may not be plugged in correctly. • Unit may be plugged into an outlet controlled by a switch. • Fuse at the back of the machine may be blown.	• Make sure power plug is plugged into outlet correctly. • Plug unit into an outlet that is constantly 'hot'. • Replace the fuse at the back of the unit.
• Water volume is low or doesn't come out of the unit.	• Diverter Valve or Cold Water Connect may be off. Check main water source. • One or more of the water supply tubes is crimped. • House water pressure is too low. • Pre-filter and/or unit filters are blocked.	• Make sure all water supply valves are open. • Check all hoses and tubes. • Water pressure may be low for many reasons (RO system, sprinkler system, etc) Call LIFE Ionizer® Tech Support for assistance. • If unit has been used for 6 months or more, replace filters as needed.
• Tubing is leaking.	• Tube is not seated properly or there is a hole in the tubing.	• Disconnect and reconnect tubing making sure it is seated 3/4 inch deep or replace tubing.
• Pre-filter is leaking.	• Tubing to pre-filter is not seated deeply enough. • O-Rings inside the pre-filter are not seated correctly or are being crimped due to housing cover being on too tight.	• Disconnect and reseat tubing at least 3/4 inches into filter. • Disconnect tubing and unscrew housing cover. Make sure O-Rings are seated properly.

Condition	Possible Problem	Solutions
• Water has an unpleasant odor or taste.	• The internal filters may need to be replaced. • Water source requires a pre-filter or RO* filter.	• Call your dealer to place an order for new filters. • Call LIFE Ionizers® for a water quality report for your area.
• Filter warning lamp is on after replacement of filter.	• Filters are expired.	• Reset filter button by following instructions on page 20.
• Unit is making an unsual noise.	• The problem is internal and requires a qualified technician.	• Unplug the unit from the power source and call Technical Support.
• Ionizer is leaking.	• The problem is internal and requires a qualified technician.	• Unplug the unit from the power supply and call Technical Support.

* Reverse Osmosis: Check all external hoses and fittings

Acidic Cleaning Instructions & Routine Maintenance

Many locations have excessive mineral content in the source water that can build up inside the ionizer over time and cause blockage. A routine acidic cleaning of the ionizer chamber can help maximize the life and performance of your ionizer by reducing the build-up of these minerals.

In areas with heavy mineral content, this is recommended once a week. It is also recommended to do this procedure in the evening as it takes several hours to be effective.

- Run the ionizer on acid level 2 for one minute.
- Turn off the source water to the ionizer.
- Let the water "soak" in the chamber overnight (several hours).
- Run the unit again on acid level 2 to rinse the minerals from the machine.
- Return the unit to normal operation.

Frequently Asked Questions

Q: What should I expect from drinking Ionized Alkaline Water?

A: Everybody's body is different, but typically new alkaline water drinkers say they see or feel effects in a week or two. You will notice s difference in taste: Ionized Water is much smoother tasting than conventional water. It makes better coffee, tea, juice, etc.

Q: Who should drink Ionized Alkaline Water?

A: People and pets can drink Ionized Alkaline Water.

Q: Is there anyone who should not drink Ionized Alkaline Water?

A: Some people must start by drinking very small amounts of Ionized Alkaline Water, such as 8 oz. of strength level 1 (one) per day. Children 3 years and younger should not drink Ionized Alkaline Water. They may only drink the purified water from the Ionizer. Children between the ages of 4 years and 12 years should only drink Ionized Ionized Alkaline Water at strength level 1 (one) and strength level 2 (two). Children between the ages of 4 and 12 years of age should never drink Ionized Alkaline Water at strength level 3 (three) or strength level 4 (four).

Q: Should I take medication or supplements with Ionized Alkaline Water?

A: Due to the superior quality of ionized, alkaline, water and its enhanced hydration capabilities, we do not recommend its use for 30 minutes before and after with prescription or over the counter medications. However, we highly recommend its use with vitamins, supplements, nutritional powders and other nutraceuticals because of its superior quality and enhanced absorption capabilities.

Q: Can a person become too Alkaline from drinking Ionized Alkaline Water?

A: People have been known to drink as much as 1 to 2 gallons of Ionized Water every day without a problem. It is rare for a person to acquire Alkalosis, the condition of being too Alkaline.

Q: How much water should I drink and at what level?

A: At a minimum, you should drink half your bodyweight in ounces per day. For example, a person weighing 100 pounds should drink 50 ounces. You should start slow at strength Level 1 (one), drinking 1-3 glasses per day for the first week. You may increase the number of glasses per day during the first week if you do not notice any side effects. If you do not feel any flu-like symptoms at the end of the first week, move up to strength Level 2 (two). On strength Level 2 (two), drink 1-3 glasses per day for the first week. You may increase the number of glasses per day during the first week if you're feeling good. On average, two to three weeks per level; work your way up to a 10.5 pH (strength Level 4 (four).

Q: Why do some people have flu like symptoms when first drinking Ionized Alkaline Water?

A: If you start drinking Ionized Alkaline Water at too high of a strength level (high pH level) then you might notice flu like symptoms. These symptoms are mild and they clear up in about a week. This effect is typically noticed by people whose bodies have accumulated toxins in them.

Q: How does Ionized Alkaline Water affect athletes?

A: Many athletes alkalize their bodies prior to working out. Alkaline water can help. Additionally, drinking alkaline water during workouts is a great way to stay hydrated. Numerous studies conducted on athletes since the 1940s have demonstrated that even mild dehydration impairs performance. Dr. Peter L. Kopko, D.C., recommends drinking 13 to 20 ounces (2-3 cups) of water 2 hours before exercise and 5 to 10 ounces (about 1-2 cups) every 15 to 20 minutes of exercise, depending on your total body weight.

Q: How long does Ionized Alkaline Water stay Ionized?

A: The Antioxidant (hydroxyl ions) will last approximately 18-24 hours. The Higher pH (Alkaline properties) will last approximately 1-2 weeks.

Q: Does Ionized Alkaline Water have any negative effects?

Absolutely none, as long as it is used properly. Only the Ionized Alkaline Water should be consumed. NEVER DRINK THE ACIDIC WATER.

Q: Should Pregnant Women Drink Alkaline Water?

A: We at Life Ionizer® are often asked the question as to whether alkaline, ionized water should be consumed by a pregnant or lactating woman. We believe the prudent approach is to exclude alkaline, ionized water throughout pregnancy and breast feeding. It is our understanding that due to the increased absorption of water-hydrated cations, like potassium and calcium, coupled with the increased concentration of the same cations created on the alkaline side of electrolysis, creates a too highly concentrated electrolyte solution for a developing fetus and breast-feeding infant. Switch to the purified mode during pregnancy and until breast-feeding is concluded.

Q: How does a water ionizer work?

A: Your counter top Alkaline LIFE LC-11 can be directly connected to a diverter valve at the end of your faucet. Connecting directly to your faucet takes about 10-15 minutes. Once connected your water ionizer uses a two step process to transform your tap water into refreshing, healthy alkaline water.

Your ionizer's first task is to help filter out harmful components of the water with our built-in dual filter system. The LIFE Ionizer® achieves this by using multi-stage filters. In the second stage, the filtered water passes into the electrodialysis chamber, which is equipped with platinum-coated titanium plates. An electrical charge is introduced into this water. This is where the electrodialysis takes place.

The water is separated into two streams (acid and Alkaline) of Ionized water. The acid water (oxidized) makes up about 30% of the water and the Ionized Alkaline Water 70%. The Ionized Alkaline Water comes out of the faucet, and you use it for drinking or cooking.

The acid (oxidized) water comes out of a separate hose leading into the sink. The oxidation potential of the acid water makes it a good sanitizing agent, ideal for washing your hands, cleaning food or kitchen utensils, and treating minor wounds and eczema. Ionized acidic water is a miracle hair rinse!

The Chemistry of Ionized Water

A water ionizer splits the mineral carbonates found in tap water into alkaline and acidic parts. The minerals, mostly calcium and magnesium are alkaline, the carbonate, which is CO2 dissolved in water, is acidic.

Alkaline minerals produce positively-charged ions which gather at the negative electrode. These minerals chemically combine with hydroxyl ions taken from water molecules and form mineral hydrates.

Carbonate produces negatively charged ions which gather at the positive electrode and combine with water to create a weak solution of carbonic acid.

Alkaline Ionized Water is drawn for drinking and cooking through the main stainless steel spout. Acidic water drains into the sink from a separate spout.

Q: How do I know when the filter needs replacing?

A: An LED or counter indicator on the front panel gives an indication of remaining filter life. Generally the 1st filter will last for about 8 months, the 2nd filter for about 12 months (when up to 2.5 gallons of water is produced per day), but this depends on the source of water and the amount of use. For example, if your tap water contains between 0.4 and 1.0 ppm (parts per million) of chlorine, a filter can last 12 months for one person's use. If greater than 1.0 ppm, the filter may

last 8 months. By changing your filters at regular intervals at least once a year, you are assured of the quality of your water.

NOTE: All water filters have both a liters/gallons life **and** a time period before they stop working optimally. If you only use your ionizer on a limited basis, you will still need to change them annually so they are working correctly.

Q: Where is the serial number located?

A: On the back of the ionizer, you will see a bar code sticker. The serial number is located below the bar code.

Q: What should be done if the machine is not to be used for 7 days or more?

A: Remove the filter from the main body, wrap in plastic wrapping, and store in a refrigerator. Remove the power plug. When ready to use again, install the filter and run in the Ionizer in the 'PURFIED' mode for approx. 3 minutes before using the water.

Q: What does it mean when water flows through the main body and it becomes warm?

A: At the start of water flow, warm water may flow out due to room temperature or heat from the main body during stoppage. This is not a malfunction. Use the machine after starting water flow.

Q: There are white substances on the bottom of my Alkaline Ionized water storage container. What are these?

A: This phenomenon is caused by the calcium mineral substances in Alkaline Ionized water. Particularly, if the carboxyl group (CO3) is present, it will bind to the calcium carbonate (Ca CO3), creating such substances. This is apparent evidence of electrolysis. Although it is safe to drink, wash the container - add one spoon of edible vinegar and water to the container, leave the container for approximately 1 hour, and wash the container.

Q: What is hard water?

A: According to the U.S. Geological Survey, more than 85 percent of the United States geography has hard water. Hard water forms when naturally occurring minerals enter water sources. Over time these minerals are absorbed by groundwater. The two most common types of minerals found in hard water are calcium and magnesium compounds. The Water Quality Association of the United States defines hard water as water containing dissolved hardness minerals above 1 GPG (grains per gallon). The most common hardness causing minerals are Calcium and Magnesium. Levels of hardness are classified as follows:

Soft Water - less than 1 GPG,
Slightly hard - 1 to 3.5 GPG
Moderately hard - 3.5 to 7 GPG
Hard - 7 to 10.5 GPG
Very Hard - 10.5 and higher GPG

Q: Why do I want to adjust the amperage on my Water Ionizer?

A: As you know, all water sources are not created equal. Your water source plays an important role on how your water Ionizer creates Ionized Alkaline Water. Being able to adjust the amperage will allow you to find the optimum pH for the best production of Alkaline Ionized water based on your water source.

Q: Do I need to hire a plumber to install the units?

A: Most people find it is not necessary to call a plumber for most standard installations. For custom installations, a plumber may be needed depending on the individual circumstances.

Q: What do I do if the filters are leaking?

A: It is important to note where on the filter it is leaking. Most leaking comes from fittings that are not seated properly. Reseat the tubing into the filter by pushing in firmly and then pulling back. It may be necessary to re-trim the end of the tubing to get a fresh surface. Make sure to shut off the water before working with the water supply lines.

Q: How do I set up the pre-filter unit?

A: The pre-filter is installed in the supply line on the ionizer. Quick connects are provided for your convenience. Simply push the tubing in the connector and it seals automatically. When installing the filter for the first time, it is suggested to let the filter fill with water for a few minutes before turning on the ionizer.

Q: How do I know what pre-filter I need?

A: A water report is necessary to determine what type of filter is needed. Most municipal water districts have water reports free of charge on the internet. Well water may need to be tested by an independent water testing company. If you can not find a water report for the area the necessary information, please contact your sales representative.

Q: How do I clean the internal plates?

A: You do not clean the plates. Please call our customer service department.

Q: What is the product warranty?

A: To validate your warranty, you must complete the warranty card and return it or register online within 30 days of purchase. The warranty that is in effect at the time the machine is purchased is the one that is honored. Our warranty centers are in the USA and Canada for your convenience. We are the oldest and largest distributors of Alkaline home, commercial and industrial water ionizers in North America with the finest quality service second to none. For Europe, Asia and Africa we have a service center in the UK. For Russia we have a service center in St. Petersburg. We value our customers and are very grateful for referrals. This is why we promote such a generous return policy and why we can do with confidence based on 17 years of growth and happy testimonials. Neglect includes using the unit in a matter inconsistent with the directions in the owner's manual, as breakage resulting from dropping the unit or other carelessness. The international customer pays all international customs, government fees, levies and/or any other fees that are incurred. Warranties are non-transferable. The warranty is valid when all regular maintenance routines

are followed. The following routine maintenance procedures will help keep your Ionizer running at the optimal performance level:

- Internal filters must be changed annually.
- Citric acid cleaning filter must be used 3 (three) times per year.

Following these easy steps ensures optimal performance and guarantees your Lifetime Warranty (on units that have them).

If you buy a LIFE Ionizer® from an unauthorized seller/dealer, your warranty is void and will not be honored by LIFE Ionizers®. Feel Free to contact us to confirm if the Dealer is an Authorized Dealer - 888 688 8889: Jeff or Kara

The LC-11 has a Five (5) year - full parts and labor warranty.

Q: What is your return policy?

A: We invite you to try out our new range of LIFE Ionizer® and enjoy the benefits for 60 days. We are so sure that you will be satisfied with your ionizer that we offer you a 60-day money back guarantee. If at any time in the first 60 days you wish to return your unit, we will give you a full refund, minus a 15% return fee and processing fee, as long as your ionizer is returned in as-new condition and in its original packing. "As-new condition" means the ionizer is not scratched, damaged or broken in any way and is returned with all hoses, connectors, parts, manuals and DVDs etc. The original shipping charges will be deducted and return shipping charges must be prepaid by the purchaser. No return can be accepted without our prior authorization. We will refuse unauthorized returns. There are no returns on merchandise purchased wholesale or through finance plans.

Q: What is your repair policy?

Labor is billed at $60/hr. Average repair time is less than one hour and in some cases there is no charge. Minimum charge is $0 to a maximum of $199 per occurrence. Customer is responsible for shipping and shipping charges to and from Repair Center. Warranties cover failures due to defects in materials and workmanship which occur during normal use. Warranty does not cover damage which occurs in return shipment, or failures which result from accident, misuse, abuse, neglect, mishandling, faulty installation, misapplication, improper insertion of consumables, set-up adjustments, maladjustment of consumer controls, improper operation or maintenance, alteration, modification, power line surge, improper voltage supply, or service by anyone other than a LIFE Ionizer® authorized repair facility. LIFE Ionizer® will repair or replace any malfunctioning ionizer for the specified time frames disclosed above.

Limits and Exclusions:

There are no express warranties except as listed above. From the date of purchase the warrantor is not responsible for incidental or consequential damage; for damages arising out of the use of any unauthorized attachment; for damages resulting from the use of the product with a defective water faucet. All expressed and implied warranties, including warranties of merchantability and fitness for particular purpose, are limited to the applicable warranty period. The warranty is voided if parts used are not provided by LIFE Ionizer®. Company products are sold subject only to the applicable company standard printed warranty in effect at the time of sale and such warranty shall be in lieu of all other warranties expressed or implied. In addition, this equipment, technology and products have not been evaluated by the FDA, nor are they intended to treat, cure, mitigate, diagnose or prevent any illness or disease. The following technology is not intended to replace the advice of your family physician.

Tested and certified to NSF/ANSI 372 by WQA

Contact Us

6352 Corte Del Abeto, Suite H
Carlsbad, CA 92011

866.321.3116 (Technical Support)
760.585.1692

*When calling technical support please be prepared to give your ionizer serial number located on the back of the unit.

To view an Installation Video for your LIFE LC-11 visit:

www.Lifeionizers.com/Support

Going Green...
One Glass at a Time™

revised 7-1-13